

Harrow healthcare

News & information on changes to community healthcare services in Harrow

April 2016

From 4 May 2016 Central London Community Healthcare NHS Trust will be responsible for the majority of NHS community healthcare services for adults in Harrow.

Who are we?

Central London Community Healthcare (CLCH) is London's largest NHS Trust dedicated to community healthcare. Every day, our professionals provide high quality healthcare in people's homes or at convenient local clinics. Our aim is to help people stay well and manage their own health with the right support to avoid unnecessary trips to, or long stays in hospital. Find out more at www.clch.nhs.uk

What will and won't change?

Our priority is to make sure the change on 4 May is smooth and safe for all patients, with as little disruption as possible. The exact changes will depend on the type of service you are using.

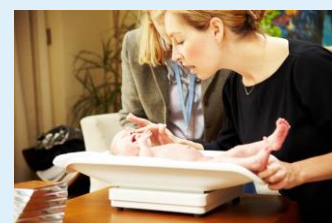
NHS provider – We are an NHS Trust like London Northwest Healthcare, so there is no change to the fact that your care is being provided directly by the NHS.

Central contact number – The single point of access phone number (SPA) for all Harrow community services has changed to **0300 555 8889**.

Home visits – If nurses or therapists come to see you at home there will be very little change. In most cases it will be the same staff who keep coming to see you.

Clinic appointments – If you come to appointments at a health centre or hospital and there are any changes you will be informed.

Your data – A summary of your patient healthcare records detailing your treatment will be transferred securely to CLCH (in accordance with the Data Protection Act 1998). If you're not happy about your data being transferred, please speak to your clinician.



Our services in Harrow

From 4 May 2016 we will be responsible for the following services:

- Community nursing including continence service
- Rapid Response
- SPA including community consultant
- Community podiatry
- Adult Rehabilitation services
- Specialist nursing:
 - Cardiology
 - Diabetes
 - Respiratory
 - Tissue viability

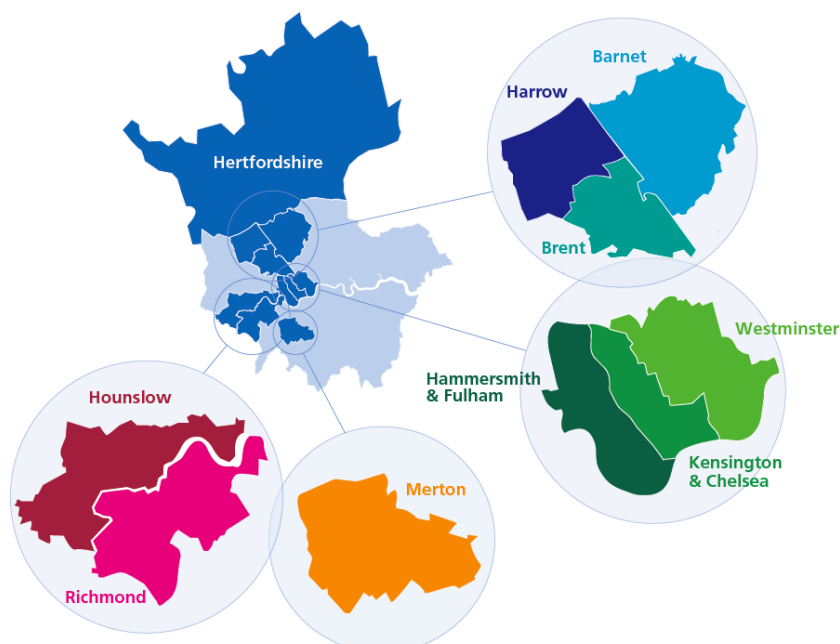
More about CLCH

Care Quality Commission

Following a full inspection of our services by the Care Quality Commission in April 2015 we have been rated as **Good**. We were awarded Good in 26 out of 30 separate ratings and across five inspection domains (safe, caring, effective, responsive and well-led). CQC ratings use a four point scale of Inadequate, Requires Improvement, Good, and Outstanding.

Where we work

Our *Central London* name is a little misleading, and may change in future. We provide services across nine London Boroughs and in Hertfordshire.



Central London Community
Healthcare NHS Trust

CQC overall rating

Good

20 August 2015